

MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS INSTITUTE

Comfort Inn Conference Center, Mt. Pleasant, Michigan

March 11 through March 16, 2012

SUNDAY March 11, 2012	MONDAY March 12, 2012	TUESDAY March 13, 2012	WEDNESDAY March 14, 2012	THURSDAY March 15, 2012	FRIDAY March 16, 2012
<p>Institute Director <i>Lewis Bender, Ph.D.</i> <i>Professor Emeritus SIU Edwardsville, Illinois</i> As the facilitator and Institute Director, Lew keeps things moving and ties all the sessions together at the Institute. In addition to facilitation, he serves as a presenter and the instructor of record for those wishing to receive college credit for attending the institute.</p> <hr/> <p>3:00 PM - 5:00 PM REGISTRATION Conference Center</p> <p>5:00 PM – 7:00 PM Financing Local Government Services in Challenging Times Lewis G. Bender, PH.D. (2 HRS/1 PT)</p> <hr/> <p>Working session includes dinner</p>	<p>8:00 AM – 12:00 PM Financing Local Government Services in Challenging Times This session will include a look at Michigan trends and a facilitated discussion about challenges facing Michigan. Lewis G. Bender, PH.D. Institute Director and MAMC Board (4 HRS/2 PTS)</p> <hr/> <p>Lunch 12:00 PM – 1:00 PM</p> <hr/> <p>1:00 PM – 5:00 PM Introduction to Parliamentary Procedure Techniques for handling motions, debate, and votes within a meeting. Connie Deford Professional Registered Parliamentarian (4 HRS/2 PTS)</p> <hr/> <p>5:00 PM – 9:00 PM Understanding Yourself and Others Personality Profile DISC Lew is Bender, PhD (4 HRS/2 PTS)</p>	<p>8:00 AM – 12:00 PM Municipal Clerk Profession Preparing for a Successful Election Year Virginia Vander Roest, CERA Election Specialist Bureau of Elections Lansing, MI (4 HRS/2 PTS)</p> <hr/> <p>Lunch 12:00 PM – 1:00 PM</p> <hr/> <p>1:00 PM – 5:00 PM Community Education through Media and Community Relations Leslie Helwig, Community Relations Director Bloomfield Township (4 HRS/2 PTS)</p> <hr/> <p><i>Free evening, on your own for dinner</i></p>	<p>8:00 AM – 12:00 PM Strategic Planning Processes for the Clerk’s Office From how to get organized to implementation, this session will cover basic steps of the strategic planning process. Lewis G. Bender, PH.D. Institute Director (4 HRS/2 PTS)</p> <hr/> <p>Free Afternoon MAMC Institute is an intense education experience. This session is set aside for networking and regrouping for the rest of the week. It makes up for the evening session on Monday and participants are strongly encouraged not to return to work on Wednesday afternoon.</p>	<p>8:00 AM – 12:00 PM Managing Negativity and Conflict This session is for you if you are having problems managing impatient and crabby citizens and staff. You will learn to manage higher and higher expectations and bad attitudes and manners everywhere you turn. Doug Cartland (4 HRS/2 PTS)</p> <hr/> <p>Lunch 12:00 PM – 1:00 PM</p> <hr/> <p>1:00 PM – 5:00 PM Organization and Management Communication Are you noticing a growing lack of civility on the part of citizens and board members? Are you and your staff members frazzled and never seem to be caught up? Doug Cartland (4 HRS/2 PTS)</p> <hr/> <p>5:30 PM – 6:30 PM Social - Cash Bar 6:30 PM – 8:00 PM <i>Dinner and Awards Banquet</i> <i>Plaques and certificates will be presented to those people that have completed the three year program.</i></p>	<p>8:00 AM– 11:00 AM Accountability in the Workplace For most team members and team leaders the top work frustrations are workers who don't meet deadlines or who continuously fail to effectively do their work. This workshop examines the causes and impacts of lack of accountability and offers substantive suggestions for improving workplace accountability. Lewis G. Bender, PH.D. Institute Director (3 HRS/1.5 PTS)</p> <hr/> <p>11:00 PM – 2:00 PM Light lunch provided.</p> <hr/> <p>Tactical Planning Putting Eureka’s to Action! Lewis G. Bender, PH.D. Institute Director (3 HRS/1.5 PTS) (Box lunch provided)</p> <hr/> <p>Certificates for those that have successfully completed all sessions of the Basic 1, Basic 2 and will be distributed at the closing session on Friday.</p>

Monday Morning Panel:

- Joel Hondorp, CMC, President, Byron Township
- Carolyn Boersma, CMC, Second Vice President, Springlake Township
- Lisa Hathaway, MMC, Director, Chair Conference Committee, City of Grosse Pointe Woods
- Sue Courtade, CMC, Director, East Bay Charter Township
- Cherilynn Tallman, CMC, Director, Chair, Education Committee, City of Ferndale
- Joe Bridgman, MMC, Director, Co-chair, Education Committee, Charter Township of Plymouth
- Sue Hillebrand, MMC, Director Ways & Means/Media Relations, Northville Charter Township
- Evan Hope, CMC, Past President Delhi Township

Note: The MAMC Institute is in compliance with the CMC designation that requires satisfactory completion of 120 HRS (60 points) of coursework at an on-land IIMC approved municipal clerks' institute. One must attend all sessions to receive a certificate of completion from MAMC. Participants that complete the three year program will receive a plaque. For additional information about CMC requirements visit contact the IIMC at www.iimc.com.